

Merchant Returns Service

Application Programming Interface User's Guide

Document Version 4.0 (09/27/2013)



Version History

Version	Date of Addition	Summary of Additions
1.4	09/21/2011	Contains an overview of the Merchant Returns web service: <ul style="list-style-type: none"> • Web service request parameters • Response parameters • Error messages.
1.5	11/21/2011	Additions: <ul style="list-style-type: none"> • Note indicating to merchants that the web service can only be tested after the merchant has been onboarded on the Returns tool by a USPS administrator.
1.6	11/30/2011	Application Enhancement: <ul style="list-style-type: none"> • New service type codes. • Weight field (lb. and oz.) removed from the tool.
1.7	12/09/2011	Application Enhancements: <ul style="list-style-type: none"> • New customer User Interface. • New request parameters: <ul style="list-style-type: none"> - <ImageType> - <AddressValidation> Additions: <ul style="list-style-type: none"> • Section on transaction reports.
2.0	03/26/2012	Application Enhancements: <ul style="list-style-type: none"> • Proximity Routing. • New response parameter: <ul style="list-style-type: none"> - <PostalRouting> Additions: <ul style="list-style-type: none"> • Section of Proximity Routing. • Sample labels.
2.1	04/24/2012	Application Enhancements: <ul style="list-style-type: none"> • New Request Parameter: <ul style="list-style-type: none"> - <MID> • Package Information extended from 12 to 15 alphanumeric digits. Additions: <ul style="list-style-type: none"> • Label images with new USPS Instructions • Frequently Asked Questions
2.2	05/21/2012	Application Enhancement: <ul style="list-style-type: none"> • New error message code for invalid API characters. Additions: <ul style="list-style-type: none"> • List of API characters that result in new error message.
2.3	08/22/2012	Application Enhancements: <ul style="list-style-type: none"> • <MID> parameter now required. • New error codes
2.4	09/12/2012	Application Enhancements: <ul style="list-style-type: none"> • New Request Parameters for API Email Enhancement: <ul style="list-style-type: none"> - <Sender Name> - <Sender Email> - <Recipient Name> - <Recipient Email>

		<ul style="list-style-type: none"> - <Recipient Bcc> <p>Additions:</p> <ul style="list-style-type: none"> • New FAQ for email functionality
2.5	11/15/2012	<p>Application Enhancement:</p> <ul style="list-style-type: none"> • New service type codes. • New error message code for invalid weight in pounds • New error message code for invalid total weight
2.6	02/04/2013	<p>Application Enhancement:</p> <ul style="list-style-type: none"> • New Request Parameters: <ul style="list-style-type: none"> - <CompanyName> - <Attention>
3.0	04/22/2013	<p>Application Enhancements:</p> <ul style="list-style-type: none"> • New Request Parameters: <ul style="list-style-type: none"> - <Label Format> - <Package Information 2> <p>Additions:</p> <ul style="list-style-type: none"> • New FAQs for printing labels in the “Double Label” and “No Instructions” formats
3.1	07/28/2013	<p>Additions:</p> <ul style="list-style-type: none"> • Carrier Routing Number has been added to all labels
4.0	9/27/2013	<p>Application Enhancements:</p> <ul style="list-style-type: none"> • Trademark updates • New Label Size to support Zebra printing capabilities <ul style="list-style-type: none"> - <Zebra 4X6>

Table of Contents

VERSION HISTORY	2
1.0 INTRODUCTION.....	5
1.1 XML Overview.....	5
2.0 MERCHANT RETURNS SERVICE API.....	6
2.1 Merchant Returns Service Request	6
2.1.1 API Signature.....	6
2.1.2 Request Parameters.....	6
2.1.3 Request Example.....	10
2.2 Merchant Returns Service Response.....	12
2.2.1 Response Parameters.....	12
2.2.2 Response Example.....	12
2.3 Merchant Returns Error Message Response	13
2.3.1 Error Message Response Parameters.....	13
2.3.2 Error Message Response Example.....	14
2.4 Merchant Returns Error Message Codes.....	14
2.5 Proximity Routing Feature.....	16
2.5.1 Web Service Request for Merchants with Proximity Enabled	16
2.6 Sample Labels	18
Decoding Labels.....	18
2.7 Frequently Asked Questions	23

1.0 Introduction

USPS web services allow developers of web-based and shrink-wrapped applications access to the online services of the United States Postal Service (USPS). They provide easy access to shipping information and services for your customers. Your customers can utilize the functions provided by the USPS without ever leaving your website. Once the web service is integrated, your server communicates through a USPS server over HTTP/s using XML (eXtensible Markup Language).

Important: Implementing web services requires experienced programmers who are familiar with Internet and web site development tools and techniques.

This user guide provides examples of the XML transactions to the **USPS Merchant Returns** web service and guidance for installation. To generate a Returns shipping label, an XML request must be built and sent to the USPS Merchant Returns web service. (**Section 2.1** below)

When the USPS Merchant Returns web service returns a response, it will either return a successful response document (**Section 2.2** below) or an error document. (**Section 2.3** below)

For label specifications such as package dimensions, delivery information, etc., please refer to the Domestic Mail Manual (DMM) at <http://pe.usps.com/>.

1.1 XML Overview

XML uses a hierarchical (tree) element structure. Each element consists of a start tag of the form <Name>, and an end tag of the form </Name>, between which can be data and other elements. <Name/> is shorthand for <Name></Name>, an element with no data. Attributes such as userid can be included in the start tag. **All data and attribute values in this document are for illustration purposes and are to be replaced by the actual values.** Developers must use the order and case for tag names of the sample code contained in this document. The tabs and carriage returns in the XML structures are for readability only; there is no need for white space in the actual code.

For more information about XML, browse the following web sites:

- [W3C web site](#)
- [XML.com web site](#)

2.0 Merchant Returns Service API

2.1 Merchant Returns Service Request

The table below presents the XML input tags for generating live sample label requests and the restrictions on the values allowed. An error message will be returned if an incorrect value is entered. Also, be aware of the maximum character amounts allowed for some tags. If the user enters more than those amounts, an error will not be generated. ***The web service will simply pass in the characters up to the maximum amount allowed and disregard the rest.*** This is important since the resulting value could prevent delivery.

When building the XML request, pay particular attention to the ***order and case*** for tags. An error message will be returned if an incorrect value is entered. Remember that all data and attribute values in this document are for illustration purposes and are to be replaced by your actual values. For instance, a line of sample code may be:

```
<CustomerName>John Smith</CustomerName>
```

In this instance, you will replace “John Smith” with the name of the person returning the package when making your request.

2.1.1 API Signature

When sending the USPS Merchant Returns web service request, the request must be formatted to include a **scheme**, **host**, **path**, and the **XML request parameters**. The format of the XML transaction is illustrated below.

Scheme	Host	Path	Method	Parameter
https://	returns.usps.com/Services	/ExternalCreateReturnLabel.svc	/ExternalCreateReturnLabel?	externalReturnLabelRequest=(see Request Parameters below)

2.1.2 Request Parameters

Tag Name	Required / Optional	Description	Type	Validation
ExternalReturnLabelRequest	Required	Used with API=MerchantReturnsService	group	
CustomerName	Required	Name of customer returning package.	string	minLength=1 maxLength=32
CustomerAddress1	Required	Address of customer returning the package.	string	minLength=1 maxLength=32
CustomerAddress2	Optional	Secondary address unit designator/number of customer	string	minLength=0 maxLength=32

		returning the package. (such as an apartment or suite number, e.g. APT 202, STE 100)		
CustomerCity	Required	City of customer returning the package.	string	minLength=1 maxLength=20
CustomerState	Required	State of customer returning the package.	string	length=2
CustomerZipCode	Required when AddressOverrideNotification tag is true Required when AddressValidation tag is false	ZIP Code of customer returning the package.	string	pattern=\d{5}
CustomerUrbanization	Optional	Urbanization of customer returning the package (only applicable to Puerto Rico addresses)	string	minLength=0 maxLength=32
MerchantAccountID	Required	ID of Merchant Account in the Merchant Returns system (to be assigned when a merchant is onboarded by a USPS administrator). Determines system response for Return Address, Package Information type (e.g. Invoice #), etc.	integer	minLength=1
MID	Required	The MID of the merchant The MID must be MID associated with the Merchant Account ID passed with the request.	integer	Length= 6 or 9
CompanyName	Optional	The name of the company to which the package is being returned.	string	minLength=0 maxLength=38
Attention	Optional	The intended recipient of the	string	minLength=0 maxLength=38

		returned package (e.g. Returns Department).		
LabelFormat	Required	Format in which the label(s) will be printed	string	enumerations: <ul style="list-style-type: none"> • null (“Instructions”) • NOI (“No Instructions”) • TWO (“Double Label”)
LabelDefinition	Required	Size of the label. (e.g. 4X6,Zebra 4X6, 4X4, 3X6)	string	enumeration=4x6 enumeration=Zebra-4X6 enumeration=4x4 enumeration=3x6
ServiceTypeCode	Required	Service type of the label as specified in the merchant profile setup. *Please note that the Service Type Codes listed are new as of 12/2/11; the web service will no longer accept calls using the old STCs	integer	pattern=\d{3} enumerations: <ul style="list-style-type: none"> • 044 (Parcel Return Service) • 019 (Priority Mail Returns® service) • 596 (Priority Mail Returns® service, Insurance <= \$200) • 020 (First-Class Package Return® service) • 597 (First-Class Package Return® service, Insurance <= \$200) • 022 (Ground Return Service) • 024 (PRS – Full Network) • 017 (PRS – Full Network, Insurance <=\$200) • 018 (PRS – Full Network, Insurance >\$200)
MerchandiseDescription	Optional	Description of the merchandise.	string	minLength = 0 maxLength = 255
InsuranceAmount	Required depending on ServiceTypeCode provided	Insured amount of package.	decimal string	pattern=^(1-200)
AddressOverrideNotification	Required	Override address if more address information is needed or system cannot find address. If the AddressOverrideNotification tag value is true then any address error being passed from WebTools would be bypassed and a successful response will be	boolean	

		returned.		
PackageInformation	Optional	Value of package information (e.g. “484880”). Package information can be one of three types: RMA, Invoice or Order number. This will appear on the generated label.	string	maxlength depends on merchant profile setup (maxLength <= 15)
PackageInformation2	Optional	Value of package information (e.g. “484880”). Package information can be one of three types: RMA, Invoice or Order number. This will appear on the second label generated when the LabelFormat “TWO” is selected.	string	maxlength depends on merchant profile setup (maxLength <= 15)
CallCenterOrSelfService	Required	Used to determine if the returns label request is coming from a merchant call center agent or an end customer.	string	enumeration=CallCenter enumeration=Customer
ImageType	Optional	Used to select the format of the return label. If the ImageType tag is blank or unrecognized, the default format is a PDF	string	enumerations=PDF enumerations=TIF
AddressValidation	Optional	Used to override the validation of the customer address. If the AddressValidation tag is true or left blank, the address will be validated against WebTools; if it is false, the system will bypass the validation.	boolean	
SenderName	Optional	“From” name in an email sent by the system containing the returns label attachment. Defaults to “Merchant Returns” if a	string	

		recipient name is entered and a sender name is not.		
SenderEmail	Optional	“From:” email address in an email sent by the system containing the returns label attachment and message, Defaults to DONOTREPLY@USPSReturns.com if a recipient email is entered and a sender email is not.	string	Pattern = ^([a-zA-Z0-9_-\.\.])@((\[[0-9]{1,3}\.[0-9]{1,3}\.[0-9]{1,3}\.)([a-zA-Z0-9_-\.\.]) ([a-zA-Z]{2,4} [0-9]{1,3}))(\[?\)\$
RecipientName	Optional	“To” name in an email sent by the system containing the returns label attachment	string	
RecipientEmail	Optional	“To:” email address in an email sent by the system containing the returns label attachment and message,	string	Pattern = ^([a-zA-Z0-9_-\.\.])@((\[[0-9]{1,3}\.[0-9]{1,3}\.[0-9]{1,3}\.)([a-zA-Z0-9_-\.\.]) ([a-zA-Z]{2,4} [0-9]{1,3}))(\[?\)\$
RecipientBcc	Optional	“Bcc:” email address in an email sent by the system containing the returns label attachment and message,	string	Pattern = ^([a-zA-Z0-9_-\.\.])@((\[[0-9]{1,3}\.[0-9]{1,3}\.[0-9]{1,3}\.)([a-zA-Z0-9_-\.\.]) ([a-zA-Z]{2,4} [0-9]{1,3}))(\[?\)\$

2.1.3 Request Example

`https://returns.usps.com/Services/ExternalCreateReturnLabel.svc/ExternalCreateReturnLabel?externalReturnLabelRequest=`

```
<ExternalReturnLabelRequest>

    <CustomerName>Chris Brown</CustomerName>

    <CustomerAddress1>901 D Street SW</CustomerAddress1>

    <CustomerAddress2>Suite 101</CustomerAddress2>

    <CustomerCity>Washington</CustomerCity>
```

```
<CustomerState>DC</CustomerState>

<CustomerZipCode>20024</CustomerZipCode>

<MerchantAccountID>3</MerchantAccountID>

<MID>912345678</MID>

<LabelDefinition>4X6</LabelDefinition>

<ServiceTypeCode>019</ServiceTypeCode>

<MerchandiseDescription></MerchandiseDescription>

<InsuranceAmount></InsuranceAmount>

<AddressOverrideNotification>true</AddressOverrideNotification>

<PackageInformation></PackageInformation>

<PackageInformation2></PackageInformation2>

<CallCenterOrSelfService>Customer</CallCenterOrSelfService>

<CompanyName></CompanyName>

<Attention></Attention>

<SenderName></SenderName>

<SenderEmail></SenderEmail>

<RecipientName></RecipientName>

<RecipientEmail></RecipientEmail>

<RecipientBcc></RecipientBcc>

</ExternalReturnLabelRequest>
```

Note: The request example provided above will allow users to test the USPS Returns web service and generate labels for the merchant “USPS HQ Returns” and for the following destination address:

**475 L’Enfant Plaza SW, Room 5411
Washington, DC 20260 – 0004**

In order to test the web service with your own information, you will need to be onboarded onto the Returns tool **by a USPS administrator**. Once a USPS administrator has set you up, they will be able to input your information (destination address, services offered to customers, etc.) and you will be provided a new Merchant Account ID. You will not have the ability to self-register or make changes to your account on your own.

2.2 Merchant Returns Service Response

2.2.1 Response Parameters

Tag Name	Required / Optional	Description	Type	Validation
ExternalReturnLabelResponse	Required		Group	
ReturnLabel	Required	Encoded return label image (in Base64)		
PostalRouting	Required	Postal Routing number of the package when return label is created	string	pattern=(^\\d{8}\$) (\\d{12}\$)
TrackingNumber	Required	Tracking Number of package when return label was created	string	pattern=(^\\d{22}\$) (\\d{26}\$)

2.2.2 Response Example

```
<ExternalReturnLabelResponse xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">

    <ReturnLabel>JVBERi0xLjcKJdP0zOEKMSAwIG9iago8PAovQ3JlYXRpb25EYXRlKEQ6MjAxMTA5Mj
    .....

    SCi9Sb290IDIgMCBScI9TaXplIDcKPj4Kc3RhcncR4cmVmCjM3NDg2Ngo1JUVPRG0=</ReturnLabel>

    <PostalRouting>42021117119</PostalRouting>

    <TrackingNumber>9204493737883800003068</TrackingNumber>

</ExternalReturnLabelResponse>
```

The response contains a Base64-encoded label. It also contains the postal routing number and the label tracking number. The tracking number will be displayed on the label, below the barcode.

2.3 Merchant Returns Error Message Response

In the event that the API does not successfully return a response with the return label and tracking number, an error message response will be sent back to the requestor. This message will be formatted as follows.

2.3.1 Error Message Response Parameters

Tag Name	Required / Optional	Description	Type	Validation
ExternalReturnLabelResponse	Required		group	
errors	Required		group	
ExternalReturnLabelError	Required		group	
InternalErrorNumber	Required	Error number of an error coming from the Merchant Returns application (see section 2.4 for a full list of error codes)	integer	pattern=^[1000-2000]
InternalErrorDescription	Required	Description of error number coming from the Merchant Returns Application	string	
ExternalErrorNumber	Optional	Error number of an error coming from an external system	integer	
ExternalErrorDescription	Optional	Description of error number coming from an external system	string	

2.3.2 Error Message Response Example

```
<ExternalReturnLabelErrorResponse xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
```

```
  <errors>
    <ExternalReturnLabelError>
      <InternalErrorNumber>1063</InternalErrorNumber>
      <InternalErrorDescription>LabelDefinitionType isn't found for this
merchant profile</InternalErrorDescription>
    </ExternalReturnLabelError>
  </errors>
</ExternalReturnLabelErrorResponse>
```

2.4 Merchant Returns Error Message Codes

The error codes listed in the table below specify the potential error messages that the API may return if the request is formatted incorrectly.

Code	Title	Description
1002	Required Field Error	{X} is a required field and must not be empty
1006	Field Length Error	{X} must be {X} characters.
1053	CallCenterOrSelfServiceNotFound	CallCenterOrSelfService must be only the values "CallCenter" and "Customer".
1055	ZipCode	CustomerZipCode must be an integer.
1059	LabelDefinitionType	Label Definition must be 4x6, 3x6, or 4x4.
1062	ServiceTypeNotFound	Service Type Code isn't found for this merchant profile.
1063	LabelDefinitionType	LabelDefinition provided is incorrect.
1067	PackageInformationLength	Package Information length must be {X} characters.
1064	AddressOverrideNotification	The Address entered needs more information.
1065	UnexpectedError	An unexpected error has occurred.
1067	InsuranceAmount	Insurance cannot exceed \$200.
1068	WeightLB	WeightLB cannot exceed 70.
1070	MerchantAccountIDNotFound	MerchantAccountID wasn't found in the applications database.
1071*	Malformed Xml Input	Malformed Xml Input: {X}

1072	Invalid Email	The email address {X} is invalid
1073	Recipient Email Missing	A recipient email address is required when a sender email is present
1074	WeightTotal	WeightTotal cannot exceed 70 pounds.
1075	Email Not Sent	The system was not able to email the label.
2000	WebTools Address Standardization API Error	Address entered was found but more information is needed (such as apartment, suite, or box number) to match to a specific address.
4001	MID Authorization Error	Authorization error. MID must correspond to MerchantAccountID.

* Error code 1071 is a response to the use of the following characters as part of the XML request: #, &, and <. Using any of these three characters affects the XML syntax and results in a malformed XML input.

2.5 Proximity Routing Feature

Proximity Routing is a feature on the Returns tool intended for merchants that have multiple accounts that serve as different return locations. Proximity Routing allows the merchant to determine what destination address to print on the label, based on the distance of the customer to the merchant's return location.

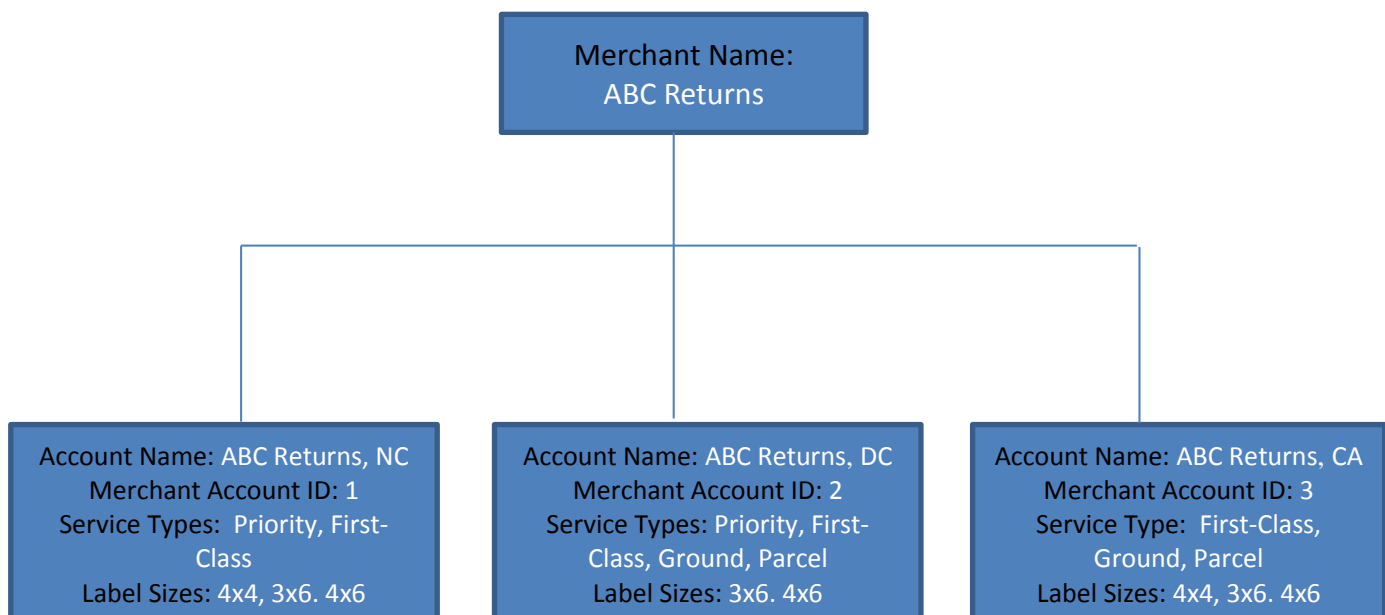
2.5.1 Web Service Request for Merchants with Proximity Enabled

One of the required web service request parameters is the Merchant Account ID (<MerchantAccountID>). This ID is assigned to a merchant after they have onboarded an account on the Returns tool. With this ID, the system is able to identify the merchant's address information and selected label preferences (service type and label size) when the web service request is sent.

When proximity is enabled for a merchant with multiple return locations, one of the accounts will be chosen as a **default account**. This account will be designated by the merchant as the account with the label preferences that will be available for web service requests. Since each onboarded account is provided with a unique Merchant Account ID, the **default account** provides the universal ID that should be used when making web service requests for proximity-enabled merchants.

Note: Proximity-enabled merchants who utilize the web service will be provided with the Merchant Account ID of the default account. Merchants will also be notified of the label preferences (<Label Definition> and <Service Type Code>) available for that account. Failure to use the Merchant account ID of the default account could result in Label Definition and Service Type Code errors.

Example of web service request with a proximity-enabled merchant: Consider the merchant depicted in the illustration below. The merchant has three different return locations. Each of the return locations has different service types and label sizes selected in the merchant's admin console. Each of the merchant's account is also assigned a unique account ID. This ID is created once a merchant account is onboarded on the Returns tool.



If the merchant in the illustration above decides to activate proximity routing with the default account Footlocker DC, the merchant will be provided with the Merchant Account ID of 2. The merchant will be expected to use this ID when making web service requests. It is also important that the request is sent with a service type (<Service Type Code>) and label size (<Label Definition>) available for the default account. Using the illustration above, if the request is sent with a Merchant Account ID of 2, but a 4x4 label size, the request will result in an error. This is because the Footlocker DC account only has 3x6 and 4x6 label sizes available.

Below is a sample web service request for a merchant that has Proximity Routing enabled.

```
https://returns.usps.com/Services/ExternalCreateReturnLabel.svc/ExternalCreateReturnLabel?externalReturnLabelRequest=
```

```
<ExternalReturnLabelRequest>

    <CustomerName>Chris Brown</CustomerName>

    <CustomerAddress1>901 D Street SW</CustomerAddress1>

    <CustomerAddress2>Suite 101</CustomerAddress2>

    <CustomerCity>Washington</CustomerCity>

    <CustomerState>DC</CustomerState>

    <CustomerZipCode>20024</CustomerZipCode>

    <MerchantAccountID>3</MerchantAccountID>

    <MID>912345678</MID>

    <LabelDefinition>4X6</LabelDefinition>

    <ServiceTypeCode>019</ServiceTypeCode>

    <MerchandiseDescription></MerchandiseDescription>

    <InsuranceAmount></InsuranceAmount>

    <AddressOverrideNotification>true</AddressOverrideNotification>

    <PackageInformation></PackageInformation>

    <PackageInformation2></PackageInformation2>

    <CallCenterOrSelfService>Customer</CallCenterOrSelfService>

    <CompanyName></CompanyName>

    <Attention></Attention>

    <SenderName></SenderName>

    <SenderEmail></ SenderEmail>

    <RecipientName></RecipientName>
```

```
<RecipientEmail></RecipientEmail>

<RecipientBcc></RecipientBcc>

</ExternalReturnLabelRequest>
```

Note that the request example above is exactly identical to the request example for non-proximity merchants. The method of sending a web service request does not change if the merchant has Proximity Routing enabled. The only difference in the request is that a user will use the Merchant Account ID, Label Definition, and Service Type Code available for the default account.

2.6 Sample Labels

Decoding Labels

The web service request is returned as an XML output that is Base64-encoded in PDF or TIF format, depending on the image type (<ImageType>) used in the request. The response contains the return label, the label's Postal Routing and Tracking Number. The Base-64 encoded label must be decoded using a Base-64 decoder to obtain the return label.

The Returns application offers the following service types: Priority Mail Returns® service, First-Class Package Return® service, Ground Return Service, and Parcel Return Service. Each can be requested in 3x6, 4x4, 4x6, and Zebra 4X6 label sizes.



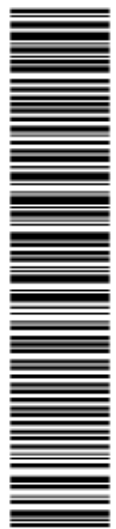
The label size of Zebra 4X6 allows for those utilizing Zebra printers to print a 4X6 sized label without additional instructions or blank space included on the other label options, which are designed for printing in the standard 8 ½ X 11 format.

Note: In order to print a label of the Zebra 4X6 size, the Label Format field must be set to “NOI” (No Instructions).

In addition to label size, the Returns application offers three format options for printing labels: “Instructions,” “No Instructions” and “Double Label”. The default format is “Instructions,” and displays a label on the top half of a sheet of paper with USPS and optional Merchant Instructions on the bottom half. The “No Instructions” format (“NOI” in the Label Format field) will generate a label without an instructions section. The “Double Label” format (“TWO” in the Label Format field) will generate two labels on the same page, each with their own distinct RMA and Tracking Numbers. The double labels will, however, share a Postal Routing number, as they will be delivered to the same location.

Note: The Proximity Routing feature cannot be utilized on labels printed in the “Double Label” Format. The API places blank lines in the sender or “To” address section of the field and therefore does not capture the customer's origin ZIP code. Without such origin ZIP information, the system cannot determine which return location is closest to the customer and therefore the proximity routing feature will be ineffective.

Displayed in the following pages are examples of each of the three printing options for 4X6 labels of the Priority Mail Returns® service type, as well as an example of the Zebra 4X6 label:

 UNITED STATES POSTAL SERVICE®		P	NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES
PRIORITY MAIL RETURNS® SERVICE		RMA # RMA123 	
John Smith 745 Lenfant Plz SW Room 5000 Washington DC 20024		SBP Merchant 901 D ST SW STE 101 WASHINGTON DC 20024-2198	C001
		USPS TRACKING # 9301 9283 3430 0000 0000 63	

----- ✂ -----
Cut On Dotted Line

Merchant Instructions

USPS Instructions

1. Center the label onto the largest side of the package so that the label information does not wrap around any edge.
2. If not using a self-adhesive label, tape or glue shipping label to the package. **DO NOT TAPE OVER BARCODE.** Be sure all label edges are secured.
3. **DO NOT PHOTOCOPY.** Each shipping label number is unique to the intended shipment and can be used only once. If needed, contact merchant for replacement label.
4. If reusing box or container, remove, cover, or mark out completely any other barcode and address markings.
5. Mail the parcel at a Post Office, drop it in a collection box, leave it with a letter carrier or schedule a free carrier pickup at usps.com

Online e-Label Record

USPS Tracking Number:

9301 9283 3430 0000 0000 63

Priority Mail Returns® service

Print Date: 9/26/2013

From: John Smith
745 Lenfant Plz SW
Room 5000
Washington DC 20024

To: SBP Merchant
901 D ST SW
STE 101
WASHINGTON DC 20024-2198

RMA #: RMA123




UNITED STATES POSTAL SERVICE

Thank you for shipping with the United States Postal Service!



Check the status of your shipment on the Track & Confirm page at www.usps.com

Priority Mail Returns® service: Instructions (default)

 UNITED STATES POSTAL SERVICE®	
P	<div>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</div>
	PRIORITY MAIL RETURNS® SERVICE
John Smith 745 Linden Pl. SW Room 5000 Washington DC 20024	
FROM: FIM1123 	
SBP Merchant 901 D ST SW STE 101 WASHINGTON DC 20024-2198	
<div>C001</div>	
USPS TRACKING #	
	
9301 9283 3430 0000 0001 17	

----- ✂ -----

Priority Mail Returns® service: No Instructions

 UNITED STATES POSTAL SERVICE®		<div style="border: 1px solid black; padding: 2px; text-align: center;"> NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES </div>
<div style="font-size: 48pt; font-weight: bold; letter-spacing: -2px;">P</div>		
PRIORITY MAIL RETURNS® SERVICE		
<div style="display: flex; justify-content: space-between;"> <div> RMA # RMA123  </div> <div style="border: 1px solid black; padding: 2px;"> C001 </div> </div>		
SBP Merchant 901 D ST SW STE 101 WASHINGTON DC 20024-2198		
<div style="display: flex; justify-content: space-between;"> <div> USPS TRACKING #  </div> <div> 9301 9283 3430 0000 0001 24 </div> </div>		

 UNITED STATES POSTAL SERVICE®		<div style="border: 1px solid black; padding: 2px; text-align: center;"> NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES </div>
<div style="font-size: 48pt; font-weight: bold; letter-spacing: -2px;">P</div>		
PRIORITY MAIL RETURNS® SERVICE		
<div style="display: flex; justify-content: space-between;"> <div> RMA # RMA456  </div> <div style="border: 1px solid black; padding: 2px;"> C001 </div> </div>		
SBP Merchant 901 D ST SW STE 101 WASHINGTON DC 20024-2198		
<div style="display: flex; justify-content: space-between;"> <div> USPS TRACKING #  </div> <div> 9301 9283 3430 0000 0001 31 </div> </div>		

Priority Mail Returns® service: Double Label

 UNITED STATES POSTAL SERVICE®	
P	<div>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</div>
PRIORITY MAIL RETURNS® SERVICE	
John Smith 745 Lenfant Plz SW Room 5000 Washington DC 20024	RMA #: RMA123 
SBP Merchant 901 D ST SW STE 101 WASHINGTON DC 20024-2198	<div>C001</div>
USPS TRACKING #	
	
9301 9283 3430 0000 0000 94	

Priority Mail Returns® service: Double Label

2.7 Frequently Asked Questions

Q.1 Should a POST or GET method be used when sending the request?

Ans. All requests should be made via HTTP GET. Attempts to access the web service using other protocols will result in errors.

Q.2 How should the XML be properly URL encoded?

Ans. XML should be encoded using standard HTTP/URL encoding. Failure to encode XML inputs may result in errors.

Q.3 Do I need to supply a WebTools ID with my request?

Ans. No, the WebTools ID is not a request parameter for the Merchant Returns API. When a merchant has an account onboarded onto the Merchant Returns application, they will be provided with a Merchant Account ID. This ID should be passed with the <MerchantAccountID> parameter when making a request.

Q.4 Why do I not see the Merchandise Description on my label?

Ans. The Merchandise Description is intended to provide merchants with information on the type of packages returned by their customers. It is not displayed on the label, but rather stored internally on the Merchant Returns application. It is contained in the transaction reports that can be sent to merchants that request a summary of their label activity.

Q.5 Is a password required with my request?

Ans. No, there is no password needed with the Merchant Returns API. The only credentials that need to be sent with the request are the Merchant Account ID and the MID.

Q.6 What MID should I use with my request if I have multiple accounts?

Ans. If a merchant has multiple accounts, they will be provided with a MID and Merchant Account ID for each account. Each MID will be associated to a specific Merchant Account ID. When sending a request, the MID has to be passed with the specific Merchant Account ID it is associated with. Failure to do so will result in an error.

Q.7 Why is the address case different from what was in my XML request?

Ans. When a request is sent, the letter case of the address is modified to display on the label as title case.

Q.8 What is the purpose of the <AddressValidation> parameter?

Ans. The Merchant Returns application uses the USPS WebTools Address Validation API to validate the customers address passed with the request. If a request is sent with an address that cannot be validated, the user will be notified with an error. The <AddressValidation> parameter can be used to bypass the validation of the customer address. If this parameter is true, the system will permit any address entered by the user, provided that the user provides a ZIP code with the request. This parameter can also be used for merchants who already validate their customers address and do not wish to utilize the USPS Address Validation API.

Q.9 What is the purpose of the <AddressOverrideNotification> parameter?

Ans. If an address that requires additional information (apt, suite, etc.) is passed without the additional information, the user will be provided with an error message indicating that more information is required. The <AddressOverrideNotification> parameter can be used to bypass this error and continue without providing the additional address information, provided that a valid ZIP is sent with the request. The <AddressOverrideNotification> can also be used to bypass addresses that the system cannot find.

Q.10 Is the XML request case sensitive?

Ans. The request parameters enclosed in the XML tags should be passed as title case. The case of the data passed within the tags is dependent on the particular request parameter. In order to ensure that you do not get an error as a result of an inaccurate case, it is important to follow the case used in the table containing the request parameters.

Q.11 What is the purpose of the <CustomerUrbanization> parameter?

Ans. The <CustomerUrbanization> parameter is only applicable to Puerto Rico addresses. This request parameter is an additional address field that is contained in some Puerto Rico addresses.

Q.12 Is the address information that I send with my information stored by USPS?

Ans. No, Information considered as Personally Identifiable Information (PII) is not held by USPS. Only the customer ZIP and state are stored on the Merchant Returns application.

Q.13 How can I change my service types and/or label size?

Ans. The service types and label sizes can only be changed by a USPS administrator. USPS administrators can make any required updates to your label preferences from your merchant profile.

Q.14 How can I print a label for a Zebra printer?

Ans. Labels can be printed for Zebra printers by setting the “LabelFormat” field to “NOI” (No Instructions) and the “Label Definition” field to “Zebra-4X6”. This will generate a 4 inch by 6 inch label that can be printed using a Zebra Printer and is available for all service types.

Q.15 Can I email the returns label?

Ans. Yes. Provide the customer’s name and email address in the “Recipient Name” and “Recipient Email” request parameters. The merchant can also provide their name and email address in the “Sender Name” and “Sender Email” request parameters.

Q.16 Can I print a label without the attached instructions section?

Ans. Yes. Select the “NOI” option on the “Label Format” request parameter drop down to activate the “No Instructions” label format.

Q.17 Can I print two labels on one page?

Ans. Yes. Select the “TWO” option on the “Label Format” request parameter drop down to activate the “Double Label” format and generate two labels on the same page.

Q.18 Do labels printed using the “Double Label” format have different tracking numbers?

Ans. Yes. Each of the labels printed using the “Double Label” will have its own unique tracking number. They will, however, share a Postal Routing number as the packages with these labels will be delivered to the same address.

Q.19 Can labels printed using the “Double Label” format have different RMA/Order/Invoice numbers?

Ans. Yes. Information entered in the “Package Information” field will appear on the label printed on the top half of the label using the “Double Label” format. Information entered in the “Package Information 2” field will appear on the label printed on the bottom half of the label using the “Double Label” format.

Q.20 Can I print labels of different service types and sizes on one page by using the “Double Label” format?

Ans. No. The two labels generated on a single page using the “Double Label” format will have the same service type and label size.

Q.21 Can I print labels for two different customer addresses on one page by using the “Double Label” format?

Ans. Yes, but neither customer’s address will appear on the label. Labels generated using the “Double Label” format will display blank lines in the sender address portion of the return label. Customers will then have the ability to write their address on the label by hand.

Q.22 Can I utilize the Proximity Routing feature on labels printed in the “Double Label” format?

Ans. No. Proximity routing is based on the customer’s origin address information which is not captured by the API during the printing of labels in the “Double Label” format as the sender address section is populated by blank lines.

Q.22 Can I provide insurance for both of the labels printed on a single page?

Ans. Yes, but the insurance amount must be the same for both labels.

Q.23 Who should I contact with questions regarding the Merchant Returns Service?

Ans. For help with any issues regarding the implementation of the Merchant Returns Service, you can contact the Merchant Returns Support Team via email at Merchant>Returns.Support@usps.gov.